Actiontec™

DataLink V.90

PC Card Fax Modem

User Guide

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Introduction 1

Thank you for purchasing the *Action*tec DataLink V.90 PCMCIA Fax Modem. The Modem offers notebook computer users the mobility and connectivity options only a PCMCIA modem can deliver. Its small size and weight are a perfect match for the latest notebook computers.

The Modem supports both the K56flex and ITU-T V.90 standards for connecting to the largest number of Internet Service Providers. It also features automatic selection of the best possible connection protocol. Whether faxing, sending e-mail, or connecting to the Internet, the *Action*tec DataLink V.90 PCMCIA Fax Modem delivers the connectivity solutions needed for today's fast-paced environment.

Package Contents

- *Action*tec DataLink V.90 PCMCIA Fax Modem
- Modem/phone cable
- DataLink Installation CD

System Requirements

- Computer with Type II or Type III PCMCIA PC Card slot
- MS-DOS, Microsoft Windows for Workgroups 3.11, Microsoft Windows 3.1, 95, 98, Millennium Edition (Me), NT 4.0 , 2000, or XP.

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Technical Support

*Action*tec Electronics prides itself on making durable, high-quality, high-performance products. If you need assistance, the *Action*tec Technical Support Department is available every day from 6 A.M. to 11 P.M. (MST) to provide professional support.

_Action_tec Electronics, Inc.

760 N. Mary Avenue
Sunnyvale, CA 94085

Techinical Support
Phone: 719.884.8300
E-mail: techsupp@actiontec.com
Web site: www.actiontec.com/support

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Before You Begin 2

Before connecting the Modem, select the operating system used and read the pre-installation information.

DOS and Windows 3.1x

Most portable computers include some form of Card and Socket Services. This software enables the computer's internal PCMCIA controller to operate. If Card and Socket Services are installed, Windows 3.1 and Windows for Workgroups 3.11 do not require any special drivers to communicate with the Modem; install the communications software to use the Modem. If the version of the Modem purchased included communications software, see chapter 5, "Installing the Communications Software."

If unsure whether Card and Socket Services are installed, insert the Modem. If the computer beeps, the Modem should be configured and ready to use.

If Card and Socket Services are not installed, the Point Enabler software must be installed.

Installing Point Enabler

If the computer does not have Card and Socket Services, the "Point Enabler" software must be installed. This software provides MS-DOS with the necessary drivers to interface with the Modem, but the ability to "hot swap" the Modem is lost. Point Enabler must be reinstalled whenever the Modem is removed.

To install Point Enabler:

1. Insert the DataLink Installation CD included with the Modem into the computer's CD-ROM drive.

2. Find **pmxfm.exe** and copy it to the root directory of the computer's default hard drive.

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3. To run Point Enabler, enter the following at the DOS prompt:

   pmxfm c=x i=y

   and then press the **Enter** key on the keyboard. In the entry above, **x** specifies the COM port number (1-4) and **y** specifies the Interrupt (IRQ) used (1-15). Using **3** for the COM port and **9** for the IRQ works in most computers.

4. Once the driver software is loaded and working correctly, add the entry to your autoexec.bat file to run Point Enabler every time the computer is turned on. Example:

   pmxfm c=3 i=9

5. The config.sys file may need to be modified to exclude an address range when using Point Enabler. The two examples below show the most effective ranges and work with the majority of computers. Example A shows the most common exclusion range. Example B is an alternative if Example A does not work. Add a line to your config.sys file, as follows:

   Example A:

   device=c:\dos\emm386.exe noems x=d000-dfff

   Example B:

device=c:\dos\emm386.exe noems x=c800-c8ff x=d000-dfff

Note: Point Enabler is used for computers without Card and Socket Services software only. Also, Point Enabler operates in the DOS and Windows 3.1x environment exclusively. Do not use Point Enabler with a Cardbus-capable notebook computer or a computer running the Windows 95 (or newer) operating system.

The computer is configured to use the Modem. Next, go to chapter 3, "Installing the Modem," to continue installing and configuring the Modem.

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Windows 95 and 98

If the Modem is the first PC Card purchased for the notebook computer, ensure the computer's PCMCIA controller has been initialized and properly configured for Windows 95 and 98 by following these instructions:

1. After booting up the computer, select **Start**, **Settings**, then **Control Panel**.

2. In the "Control Panel" window, double-click **PC Card**. A properly installed PCMCIA controller causes the "PC Card (PCMCIA) Properties" window to appear.

PC Card (PCMCIA) Properties
Socket Status
Global Settings
To remove a PC card, select it from the list, and then click Stop.
(Empty) - Socket 1
(Empty) - Socket 2
Stop
Show control on taskbar
Display warning if card is removed before it is stopped
OK
Cancel
Apply

   If the "New Hardware Found" window appears, the computer's PCMCIA ports have not been configured. Follow the installation instructions in the window, and refer to the computer's documentation for more information.

The computer is configured to use the Modem. Next, go to chpater 3, "Installing the Modem," to continue installing and configuring the Modem.

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Windows NT 4.0

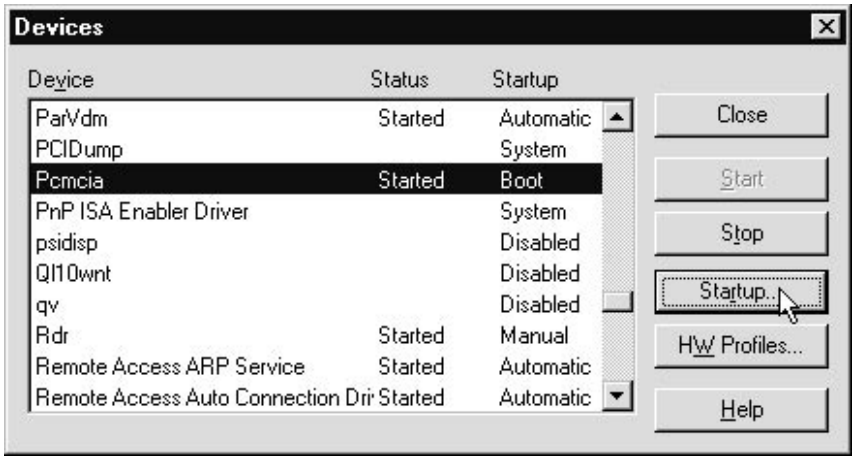
To ensure the computer is configured to use the Modem, the PCMCIA and COM 2 settings must be properly configured.

PCMCIA Settings

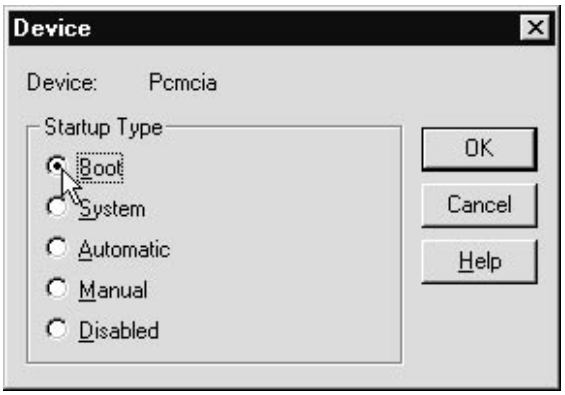
1. After booting up the computer, select **Start**, **Settings**, then **Control Panel**.

2. In the "Control Panel" window, double-click **Devices**.

3. The "Devices" window appears. In the list box, scroll down and click **Pcmcia** once to highlight. If the PCMCIA device is set correctly, "Started" and "Boot" should appear in the "Status" and "Startup"columns, respectively.



4. If the PCMCIA device is not set to Boot and Started, click **Startup**, select **Boot** in the "Device" window, then click **OK**.



5. Close the "Devices" window and restart the computer.

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COM 2 Settings

To ensure COM 2 (the preferred COM port for a Windows NT 4.0 installation) is available for the Modem to use, *Action*tec recommends disabling COM 2 throughout the System BIOS Setup routine. To do this:

1. See the computer's documentation for instructions to run BIOS Setup.
2. Once BIOS Setup is running, locate the "Integrated Peripherals" section.
3. Locate the "COM 2" or "COM Port B" entry and disable it.
4. Save the settings before exiting.

The computer is configured to use the Modem. Next, go to chapter 3, "Installing the Modem," to continue installing and configuring the Modem.

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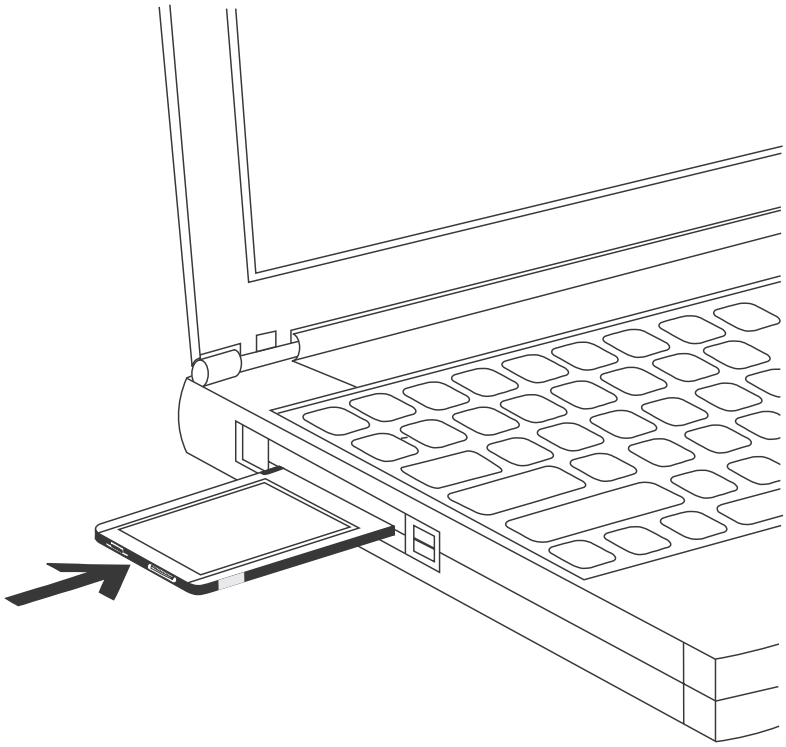
Installing the Modem

3

The Modem is a Type II PCMCIA card and installs in a Type II or Type III 68-pin PCMCIA slot. Notebook computers usually have PC Card slots located on the side of the computer.

To install the Modem, slide it gently into the slot, with the label facing up. Press firmly until the Modem is seated completely in the slot. If the slot openings are recessed, it may be difficult to insert the Modem correctly. When the Modem is properly installed, it "clicks" into place, especially in newer notebook computers. The figure below shows the Modem being installed into a typical notebook computer.



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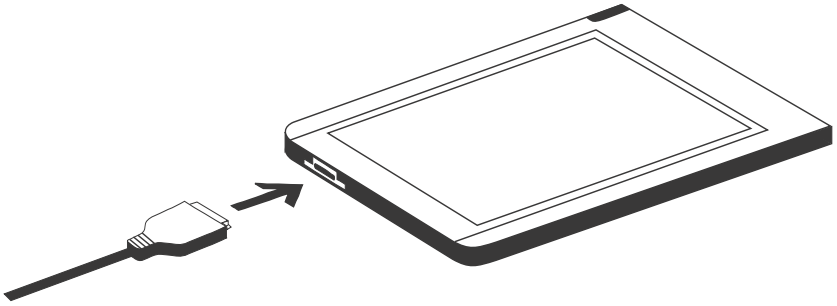
The Modem comes with its own dedicated phone cable. This cable has a standard RJ-11 connector on one end for the phone line, and a special connector that fits into the Modem on the other end. Insert the cable into the Modem, as shown in the figure, below.



Caution: Be careful not to push the computer against anything when the cable is in place. This may bend the connector and damage the pins. Keep the area around the computer clear, so the computer can move freely without damaging the cable or connector.

Next, go to chapter 4, "Installing the Driver Software," to load the software used by the Modem onto the computer.

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Installing the Driver Software 4

After installing the Modem, the drivers software must be loaded onto the computer. Select the operating system used, then follow the instructions.

Windows 95

There are two version of Windows 95: 95a and 95 OSR2. To discover which version is running on the computer, select **Start**, **Settings**, **Control Panel**, then double-click **System**. The version is displayed in the "General" tab. If the version is 4.00.950 or 4.00.950A, use the Windows 95a procedure. If the version is 4.00.950B, use the Windows 95 OSR2 procedure.

Windows 95a

To load the Modem's software drivers onto a computer running Windows 95a:

1. Turn on the computer.
2. Insert the Modem into the computer's PCMCIA slot.
3. When Windows detects the new hardware, the "New Hardware Found" window appears. Select **Driver from disk provided by hardware manufacturer**, then click **OK**.

New Hardware Found
56K V.90 Fax Modem (LK)
Select which driver you want to install for your new hardware:
Windows default driver
Driver from disk provided by hardware manufacturer
Do not install a driver (Windows will not prompt you again)
Select from a list of alternate drivers
OK
Cancel
Help

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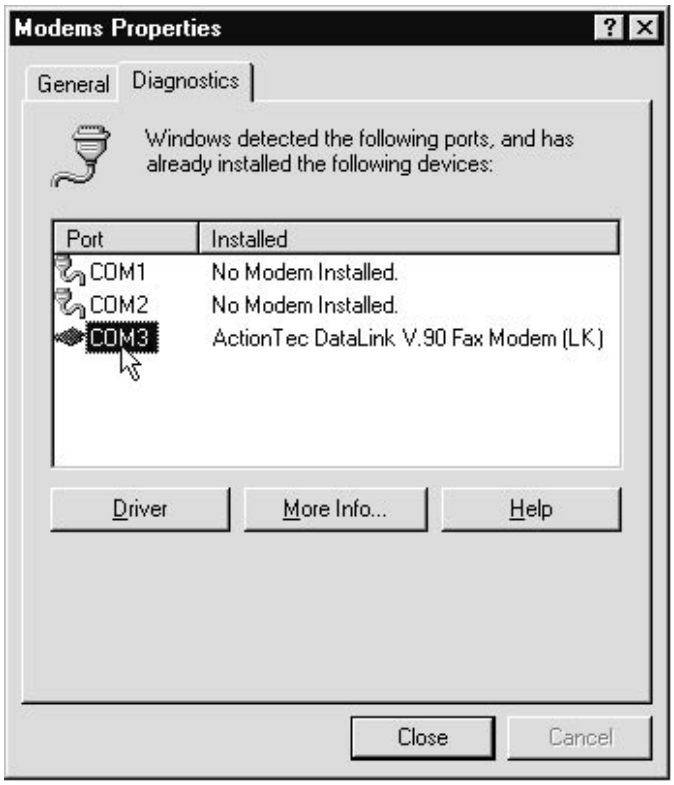
4. The "Install From Disk" window appears. Insert the DataLink Installation CD in the CD-ROM drive of the computer, then click **OK**.

5. If Windows asks for an installation disk, click **OK** and enter the drive letter of the CD-ROM drive in the "Copy manufacturer's files from" text box. Click **OK** again. The driver sofware is installed.

6. To determine which COM port and IRQ are assigned to the Modem, select **Start**, **Settings**, **Control Panel**, **Modems**, then **Diagnostics**. Click **COM Port**, then **More Info** to view the Modem's properties. "



Next, go to chapter 5, "Installing the Communications Software."

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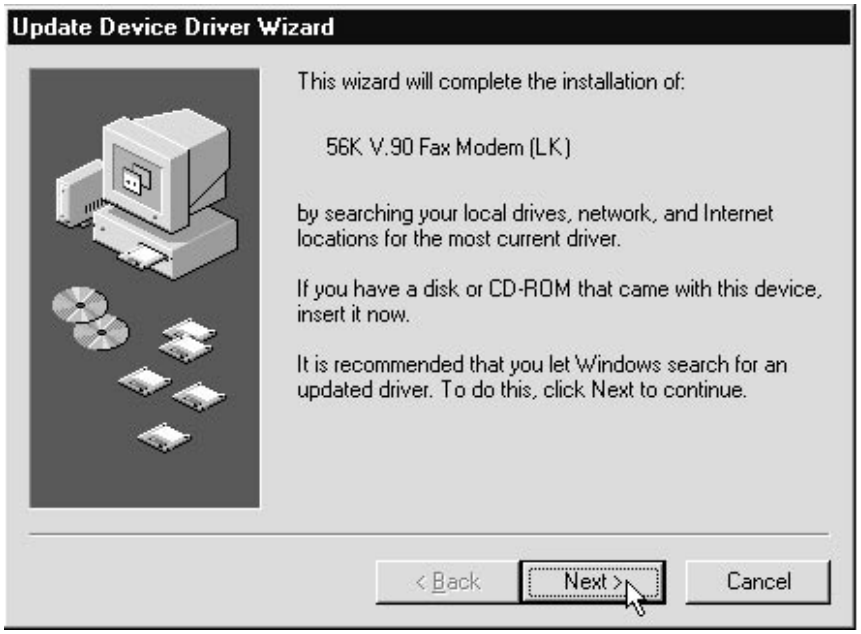
Windows 95 OSR2

To load the Modem's software drivers onto a computer running Windows 95 OSR2:

1. Turn on the computer.
2. Insert the Modem into the computer's PCMCIA slot.
3. Windows detects the Modem, and the first "Update Device Driver Wizard" window appears. Insert the DataLink Installation CD in the computer's CD-ROM drive and click **Next**.


Update Device Driver Wizard
This wizard will complete the installation of:
56K V.90 Fax Modem (LK)
by searching your local drives, network, and Internet locations for the most current driver.
If you have a disk or CD-ROM that came with this device, insert it now.
It is recommended that you let Windows search for an updated driver. To do this, click Next to continue.
< Back
Next >
Cancel

4. Another "Update Device Driver" window appears. After Windows has found the driver software for the Modem, click the **Finish** button.
5. If Windows asks for an installation disk, click **OK**, then **Other Locations**. Select the CD-ROM drive and click **OK** again. The driver software is installed.

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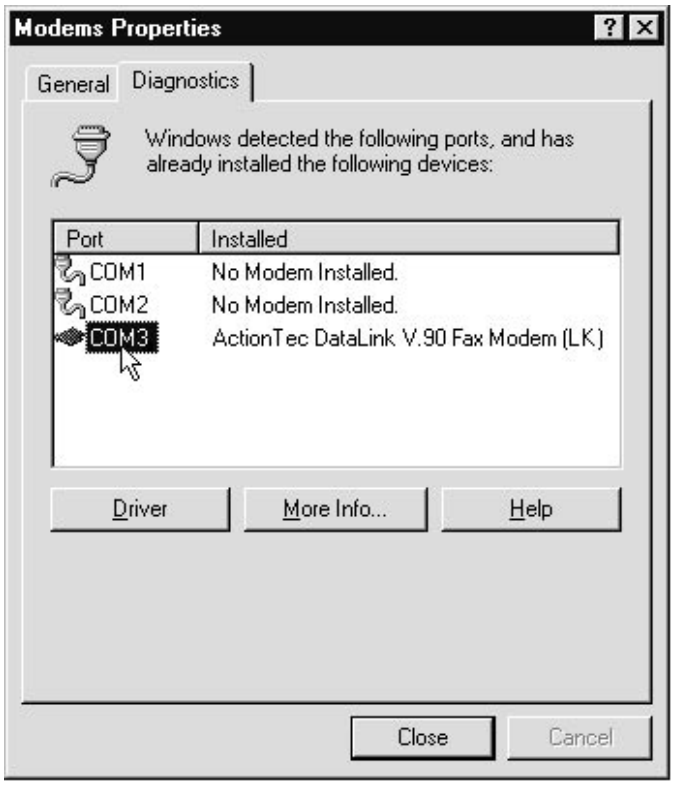
6. To determine which COM port and IRQ are assigned to the Modem, select **Start**, **Settings**, **Control Panel**, **Modems**, then **Diagnostics**. Click **COM Port**, then **More Info** to view the Modem's properties.



Next, go to chapter 5, "Installing the Communications Software."

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Windows 98

To load the Modem's software drivers onto a computer running Windows 98:

1. Turn on the computer.
2. Insert the DataLink Installation CD into the computer's CD-ROM drive.
3. Insert the Modem into the computer's PCMCIA slot.
4. The "Add New Hardware Wizard" window appears. Click **Next**.

Add New Hardware Wizard
This wizard searches for new drivers for:
PCMCIA -56K V.90 Fax Modem (LK)
A device driver is a software program that makes a hardware device work.
< Back
Next >
Cancel

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5. When the next "Add New Hardware Wizard" window appears, select **Search for the best driver for your device (Recommended)**, then click **Next**.

Add New Hardware Wizard
What do you want Windows to do?
Search for the best driver for your device. (Recommended).
Display a list of all the drivers in a specific location, so you can select the driver you want.
< Back
Next >
Cancel

6. In the next window, click the **CD-ROM drive** check box, then click **Next**.

7. Windows locates the driver software. Click **Next**. If a "Can't Find Driver" error appears, see "Alternate Windows 98 Installation" for an alternate installation procedure.

Add New Hardware Wizard
Windows driver file search for the device:
ActionTec DataLink V.90 Fax Modem (LK)
Windows is now ready to install the best driver for this device. Click Back to select a different driver, or click Next to continue.
Location of driver:
A:\MDMATLC.INF
< Back
Next >
Cancel

8. In the next window, click **Finish**. The driver software is installed. Next, go to chapter 5, "Installing the Communications Software."

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Alternate Windows 98 Installation

1. If Windows does not find the Modem's driver software on the CD (see step 7 in the previous procedure), abort the process by clicking **Back** until the following window appears, select **Display a list of all the drivers in a specific location…** , then click **Next**.

Add New Hardware Wizard
What do you want Windows to do?
Search for the best driver for your device. (Recommended).
Display a list of all the drivers in a specific location, so you can select the driver you want.
< Back
Next >
Cancel

2. When the next window appears, click **Have Disk**.

Add New Hardware Wizard
Select the manufacturer and model of your hardware device. If you have a disk that contains the updated driver, click Have Disk. To install the updated driver, click Finish.
Models:
Show compatible hardware.
Show all hardware.
Have Disk...
< Back
Next >
Cancel

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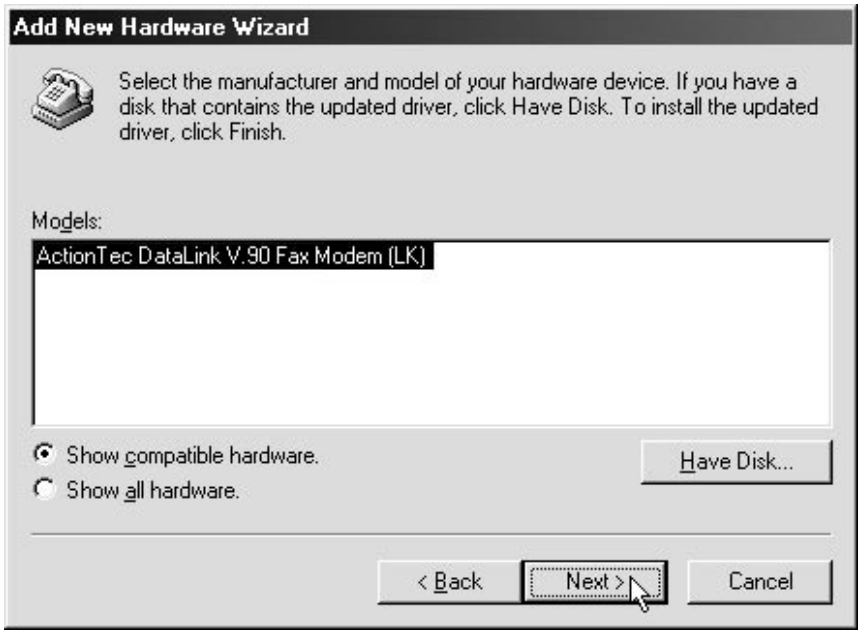
3. When the "Install From Disk" window appears, ensure the DataLink Installation CD is inserted in the computer's CD-ROM drive. Verify that the drive letter of the CD-ROM drive appears in the "Copy manufacturer's files from" list box, then click **OK**.

4. In the next window, ensure "ActionTec DataLink V.90 Fax Modem (LK)" appears in the "Models" text box, then click **Next**.


Add New Hardware Wizard
Select the manufacturer and model of your hardware device. If you have a disk that contains the updated driver, click Have Disk. To install the updated driver, click Finish.
Models:
ActionTec DataLink V.90 Fax Modem (LK)
Show compatible hardware.
Show all hardware.
Have Disk...
< Back
Next >
Cancel

5. In the next window, Windows locates the driver software. Click **Next**.

6. When the last window appears, click **Finish**. The driver software is loaded. Next, go to chapter 5, "Installing the Communications Software."

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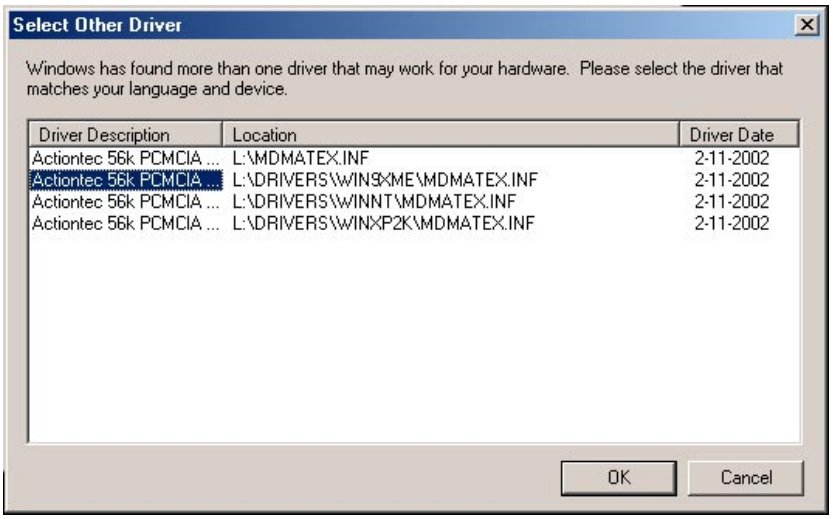
Windows Me

To load the Modem's software drivers onto a computer running Windows Me:

1. Turn on the computer.
2. Insert the DataLink Installation CD into the computer's CD-ROM drive.
3. Insert the Modem into the computer's PCMCIA slot.
4. The "Add New Hardware Wizard" window appears. Select **Automatic search for a better driver (Recommended)**, then click **Next**.

Add New Hardware Wizard
Windows has found the following new hardware:
PCMCIA -56K V.90 Fax Modem (LK)
Windows can automatically search for and install software that supports your hardware. If your hardware came with installation media, insert it now and click Next.
What would you like to do?
Automatic search for a better driver (Recommended)
Specify the location of the driver (Advanced)
< Back
Next >
Cancel

5. The "Select Other Driver" window appears. Select the driver software located in the "WIN9XME" directory, then click **OK**.


Select Other Driver
Windows has found more than one driver that may work for your hardware. Please select the driver that matches your language and device.
Driver Description
Location
Driver Date
Actiontec 56k PCMCIA ... L:\MDMATEX.INF 2-11-2002
Actiontec 56k PCMCIA ... L:\DRIVERS\WIN9XME\MDMATEX.INF 2-11-2002
Actiontec 56k PCMCIA ... L:\DRIVERS\WINNT\MDMATEX.INF 2-11-2002
Actiontec 56k PCMCIA ... L:\DRIVERS\WINXP2K\MDMATEX.INF 2-11-2002
OK
Cancel

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6. When the final "Add New Hardware Wizard" window appears, click **Finish**. The driver software is loaded. Next, go to chapter 5, "Installing the Communications Software."

Add New Hardware Wizard
Actiontec 56k PCMCIA Fax Modem
Windows has finished installing the software you selected that your new hardware device requires.
< Back
Finish
Cancel

Windows NT 4.0

Before beginning this installation, ensure that the COM 2 port has been disabled in the system BIOS, and that the PCMCIA is set to "boot" and "started" as described in chapter 2, "Before You Begin."

To load the Modem's software drivers onto a computer running Windows NT 4.0:

1. Insert the Modem into the computer's PCMCIA slot.
2. Turn on the computer.
3. After the computer boots up, select **Start**, **Settings**, **Control Panel**, then **Modems**.

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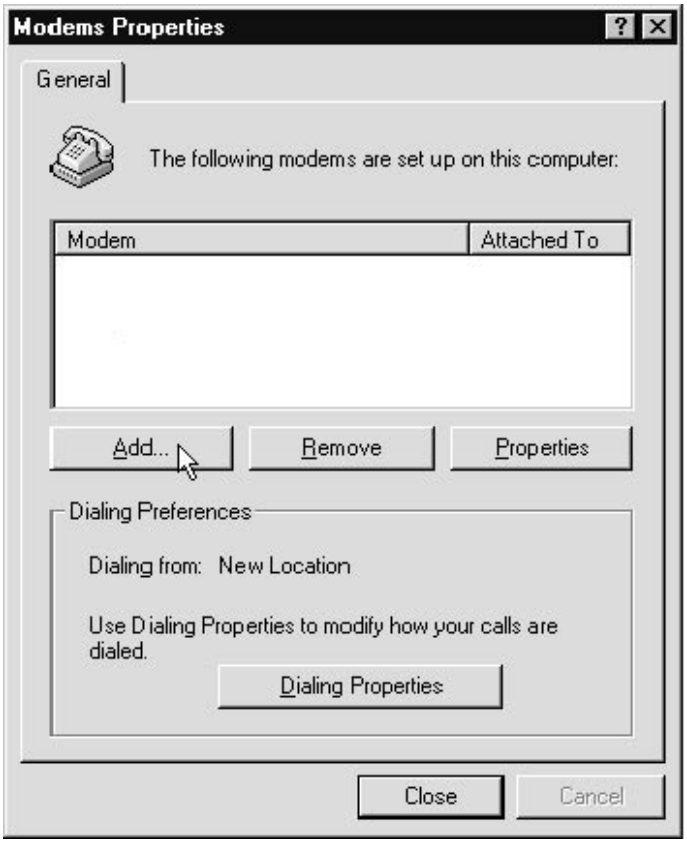
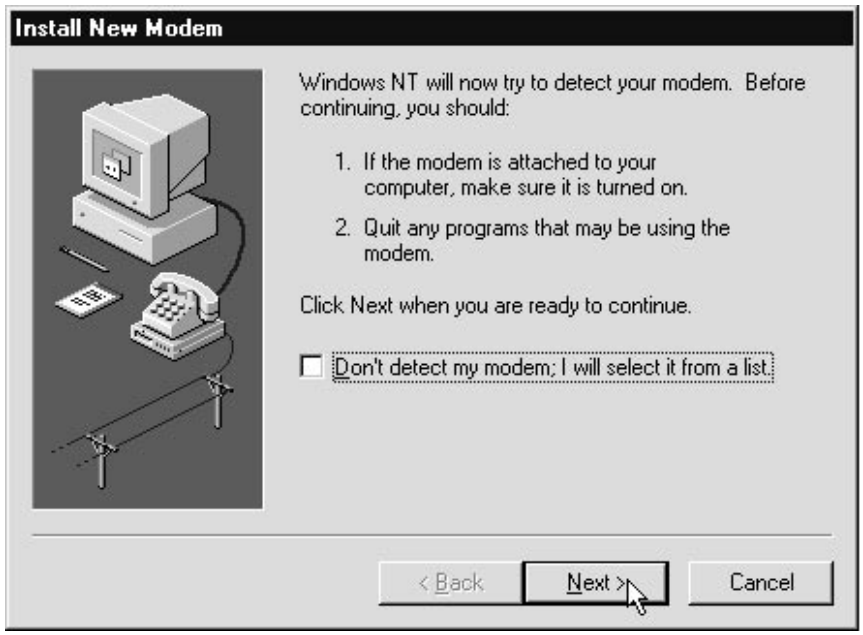
4. When the "Modem Properties" window appears, click **Add**.



5. The "Install New Modem" window appears. Ensure the check box is **not** checked, then click **Next**.


Install New Modem
Windows NT will now try to detect your modem. Before continuing, you should:
1. If the modem is attached to your computer, make sure it is turned on.
2. Quit any programs that may be using the modem.
Click Next when you are ready to continue.
Don't detect my modem; I will select it from a list.
< Back
Next >
Cancel

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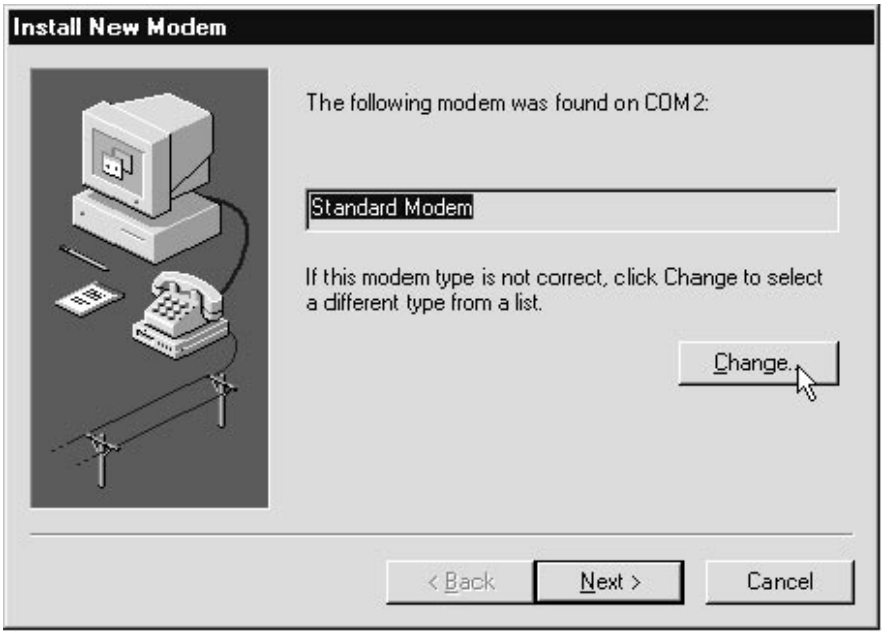
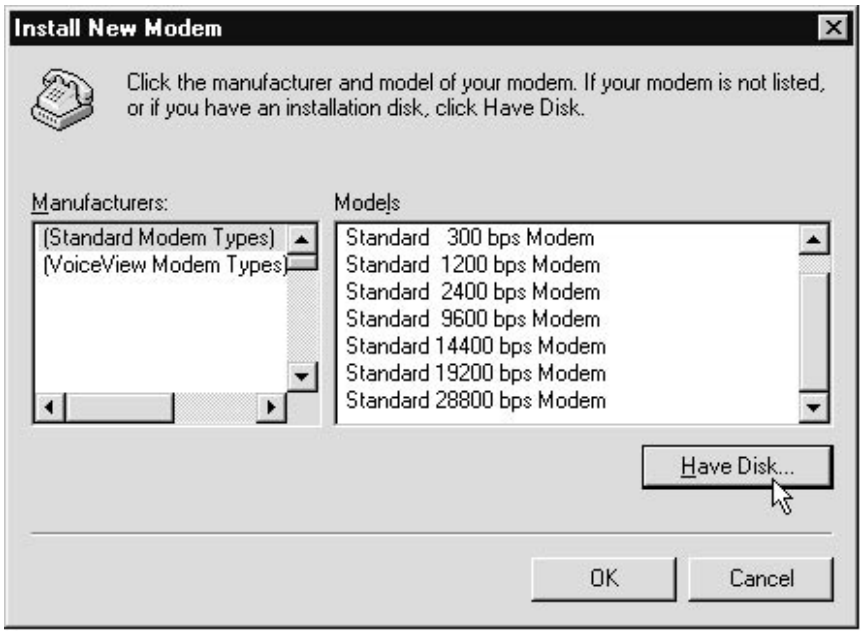
6. In the next "Install New Modem" window, Windows detects the Modem as a "Standard Modem." Click **Change**.


Install New Modem
The following modem was found on COM2:
Standard Modem
If this modem type is not correct, click Change to select a different type from a list.
Change...
< Back
Next >
Cancel

7. Insert the DataLink Installation CD in the computer's CD-ROM drive, then click **Have Disk**.


Install New Modem
Click the manufacturer and model of your modem. If your modem is not listed, or if you have an installation disk, click Have Disk.
Manufacturers:
(Standard Modem Types)
(VoiceView Modem Types)
Models
Standard 300 bps Modem
Standard 1200 bps Modem
Standard 2400 bps Modem
Standard 9600 bps Modem
Standard 14400 bps Modem
Standard 19200 bps Modem
Standard 28800 bps Modem
Have Disk...
OK
Cancel

8. In the next window, when prompted for the path to the files, enter the drive letter of the CD-ROM drive, then click **OK**.

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9. When prompted to select the the manufacturer and model of the Modem, click **OK**, then **Next** in the following window. The driver software is installed.

   Note: To verify Windows has found the Modem, select **Start**, **Settings**, **Control Panel**, then **Modems**.

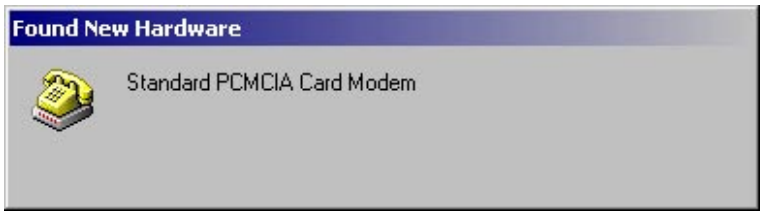
If dialing into a Windows NT Remote Access Server, or connecting to the Internet, Dial-Up Networking must be configured properly. See the Windows NT. documentation for details.

Next, go to chapter 5, "Installing the Communications Software."

Windows 2000

To load the Modem's software drivers onto a computer running Windows 2000:

1. Insert the Modem into the computer's PCMCIA slot.
2. Turn on the computer.
3. A "Found New Hardware" window appears, stating that Windows has found a "Standard PCMCIA Card Modem."



4. Right-click **My Computer,** then select **Properties** from the pop-up menu.
5. In the "System Properties" window, select **Hardware**, then **Device Manager**.
6. When the "Device Manager" window appears, expand the "Modems" section by clicking on the plus sign ("+").

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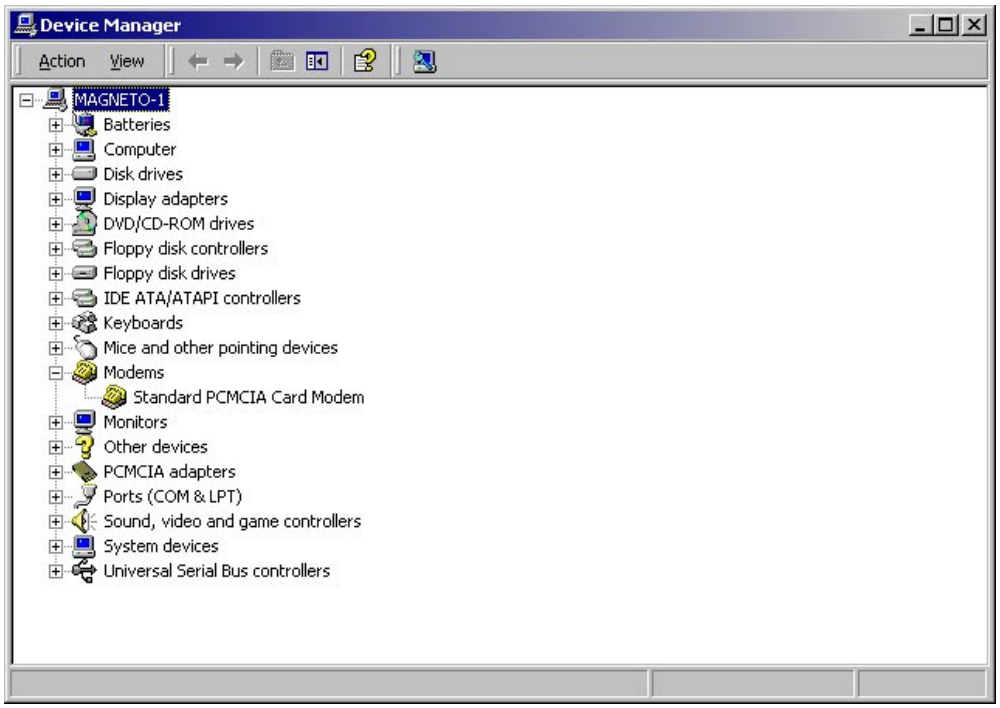
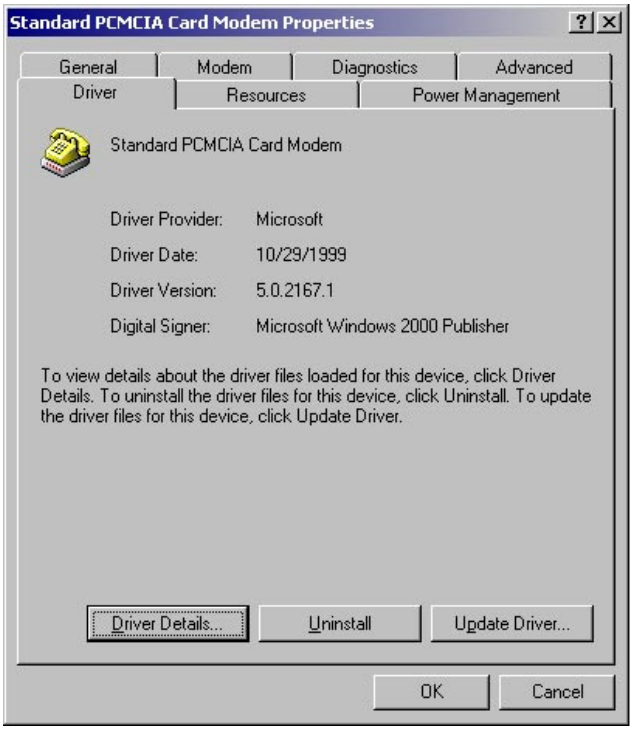
7. Double-click **Standard PCMCIA Card Modem**



8. The "Standard PCMCIA Card Modem Properties" window appears. Select **Driver**, then click **Update Driver**.



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9. The first "Upgrade Device Driver Wizard" window appears. Click **Next**.

Upgrade Device Driver Wizard
Welcome to the Upgrade Device Driver Wizard
This wizard helps you upgrade a device driver for a hardware device.
To continue, click Next.
< Back
Next >
Cancel

10. In the next "Upgrade Device Driver Wizard" window, select **Search for a suitable driver for my device (recommended)**, then click **Next.**

Upgrade Device Driver Wizard
Install Hardware Device Drivers
A device driver is a software program that enables a hardware device to work with an operating system.
This wizard upgrades drivers for the following hardware device:
Standard PCMCIA Card Modem
Upgrading to a newer version of a device driver may add functionality to or improve the performance of this device.
What do you want the wizard to do?
Search for a suitable driver for my device (recommended)
Display a list of the known drivers for this device so that I can choose a specific driver
< Back
Next >
Cancel

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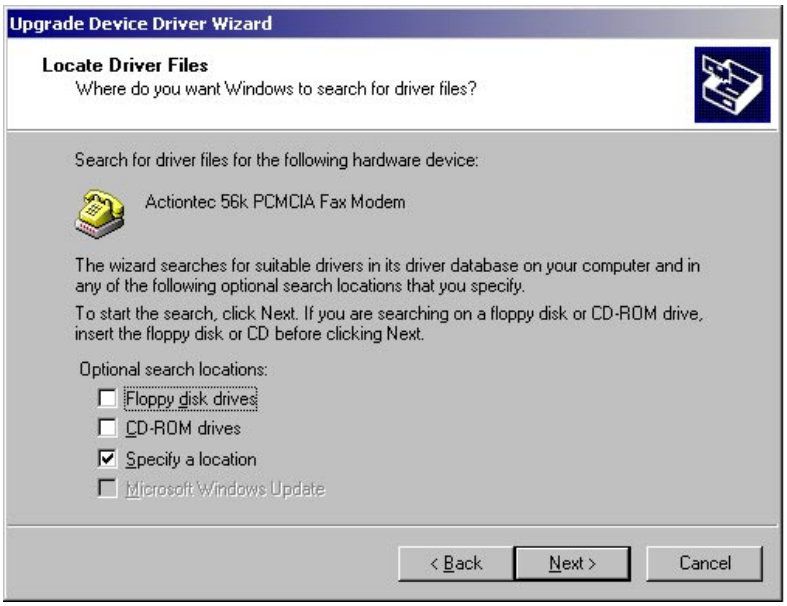
11. When the next window appears, select **Specify a location,** then click **Next**.


Upgrade Device Driver Wizard
Locate Driver Files
Where do you want Windows to search for driver files?
Search for driver files for the following hardware device:
Actiontec 56k PCMCIA Fax Modem
The wizard searches for suitable drivers in its driver database on your computer and in any of the following optional search locations that you specify.
To start the search, click Next. If you are searching on a floppy disk or CD-ROM drive, insert the floppy disk or CD before clicking Next.
Optional search locations:
Floppy disk drives
CD-ROM drives
Specify a location
Microsoft Windows Update
< Back
Next >
Cancel

12. When the next window appears, insert the DataLink Installation CD in the CD-ROM drive of the computer.

13. Enter **`X:\Drivers\WindXP2k`** in the "Copy manufacturer's files from" text box, where **`X`** is the drive letter of the CD-ROM drive.

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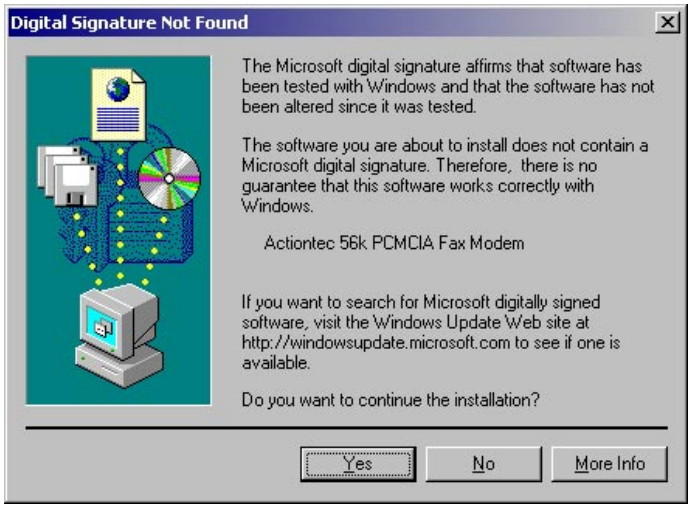
14. In the next window, click **Next**.

Upgrade Device Driver Wizard
Driver Files Search Results
The wizard has finished searching for driver files for your hardware device.
The wizard found a driver for the following device:
Actiontec 56k PCMCIA Fax Modem
Windows found a driver that is a closer match for this device than your current driver.
To install the driver Windows found, click Next.
I:\drivers\winxp2k\mdmatex.inf
The wizard also found other drivers that are suitable for this device. To view a list of these drivers or install one of these drivers, select the following check box, and then click Next.
Install one of the other drivers
< Back
Next >
Cancel

15. The "Digital Signature Not Found" window appears. Read the warning, then click **Yes**.


Digital Signature Not Found
The Microsoft digital signature affirms that software has been tested with Windows and that the software has not been altered since it was tested.
The software you are about to install does not contain a Microsoft digital signature. Therefore, there is no guarantee that this software works correctly with Windows.
Actiontec 56k PCMCIA Fax Modem
If you want to search for Microsoft digitally signed software, visit the Windows Update Web site at http://windowsupdate.microsoft.com to see if one is available.
Do you want to continue the installation?
Yes
No
More Info

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16. The last "Upgrade Device Driver Wizard" window appears. Click **Finish**. The driver software is installed.

Upgrade Device Driver Wizard
Completing the Upgrade Device Driver Wizard
Actiontec 56k PCMCIA Fax Modem
Windows has finished installing the software for this device.
To close this wizard, click Finish.
< Back
Finish
Cancel

Note: To verify the driver software installed correctly, return to the Device Manager and locate "Actiontec 56k PCMCIA Fax Modem." Double-click the icon, and in the Driver tab, view the driver information.

Next, go to chapter 5, "Installing the Communications Software."

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Windows XP

To load the Modem's software drivers onto a computer running Windows XP:

1. Insert the Modem into the computer's PCMCIA slot.
2. Turn on the computer and while it boots up, insert the DataLink Installation CD in the computer's CD-ROM drive.
3. A "Found New Hardware" window appears. Select **Install the software automatically (Recommended)**, then click **Next**.

Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
This wizard helps you install software for:
Standard PCMCIA Card Modem
If your hardware came with an installation CD or floppy disk, insert it now.
What do you want the wizard to do?
Install the software automatically (Recommended)
Install from a list or specific location (Advanced)
Click Next to continue.
< Back
Next >
Cancel

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4. The driver software installs. When the last "Found New Hardware Wizard" window appears, click **Finish**. The driver software is installed.

Found New Hardware Wizard
Completing the Found New Hardware Wizard
The wizard has finished installing the software for:
Actiontec 56k PCMCIA Fax Modem
Click Finish to close the wizard.
< Back
Finish
Cancel

Next, go to chapter 5, "Installing the Communications Software."

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Installing the Communcations Software

5

If the Modem came with a communications software package, *Action*tec recommends using this software for the Modem. The default installation parameters of the software are specially configured to work with the Modem, and supports both data and fax modes.

To install the communications software on your computer:

1. Insert the CD containing the communications sofware into the computer's CD-ROM drive.

2a. If using Windows 3.1x, select **File**, **Run**, enter the CD-ROM drive letter, followed by **`setup`**. The software installs on the computer.

2b. If using Windows 95 or above, double-click **My Computer**, double-click the CD-ROM icon, then double-click **setup.exe**. The software installs on the computer.

If another type of communications software is used, ensure it supports the Modem. Most software manufacturers have a listing of supported modems on their Web sites. If unsure whether the software supports the Modem, select **Hayes Compatible** or **Standard Modem** during the setup procedure. Doing this may work in certain cases.

Some types of communications software allow manual input of parameters. If this is the case, see the table below, which contains the data/fax command standards supported:

Data	TIA/EIA-602
Fax	TIA/EIA-578 for Class 1 Fax
Init String	AT&F&C1&D2W2

Note: Some programs must be configured to communicate with the Modem on the same COM port and/or IRQ setting used by the Modem.

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Troubleshooting 6

This section lists some common problems that may occur while using the Modem, and offers suggestions to solve them.

Uninstalling the Modem

Before attempting any troubleshooting, ensure the pre-installation procedure outlined in chapter 2, "Before You Begin," was performed. If the Modem was installed without following the pre-installation procedure, follow these instructions (for Windows 95 and 98 only):

1. Eject the Modem from the computer.
2. Select **Start**, **Settings**, then **Control Panel**.
3. In the "Control Panel" window, double-click **Modems**.
4. Highlight the Modem, then click **Remove**.
5. Restart Windows and follow the pre-installation procedure described in chapter 2, "Before You Begin," before attempting a reinstallation.

Problems and Solutions

If the Modem has been reinstalled, but it is still not functioning or Windows does not detect it, select the symptom, then follow the procedure. These troubleshooting procedures will correct the majority of installation problems that may be encountered when using the Modem.

The Modem is not detected by Windows.

Usually, this problem can be fixed by resetting the PCMCIA Socket controller. Before attempting this procedure, uninstall the Modem using the "Uninstalling the Modem" procedure, above.

1. Select **Start**, **Settings**, **Control Panel**, then double-click **System**.

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2. Select **Device Manager**, then click on the plus sign (+) next to "PCMCIA."
3. Click on the icon to highlight, then click **Remove**.
4. Exit Device Manager and restart Windows.
5. After booting up, Windows should detect new hardware for the PCMCIA Socket (if not, select **Start**, **Settings**, **Control Panel**, then double-click **PC Card**).
6. In the PCMCIA windows that appears, select **No**, **No**, and then **Finish**. The PCMCIA controller is reset.
7. Select **Start**, **Settings**, **Control Panel**, then double-click **PC Card**. The window that appears should state that socket 1 and socket 2 are empty.
8. Reinstall and reconfigure the modem as explained in chapter 3, "Installing The Modem," and chapter 4, "Installing the Driver Software."

"Cannot Open COM Port" Error

If this error appears, no COM ports available for the Modem to use. To correct, disable any unused COM ports listed in Windows.

Caution: COM Port 1 (COM 1) is usually required by the computer and should not be removed.

1. Go to **Start**, **Settings**, **Control Panel**, then double-click **System**.
2. Select **Device Manager**, then double-click **Ports**.
3. "COM 1" should be listed. If "COM 2," "COM 3," or "COM 4" are listed, click the icon once to highlight, then click **Properties**.
4. When the "Properties" window appears, uncheck "Original Configuration, Current" (Windows 95a), or check "Disable in this hardware profile" (Windows 95 OSR2).
5. If another window appears, select **Yes**, then click **OK**. A red "X" appears on the disabled COM port icon.

Windows 95 will not load the driver software from the Installation CD.

In rare instances, Windows 95 identifies the Modem as new hardware, but will not load the driver software from the Installation CD. Instead, it uses driver software from a previously installed device. As a result, the Modem will not work with Windows 95 programs such as Dial-Up Networking (but

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will work with programs that access COM ports). To solve this problem, first ascertain which version of Windows 95 is running on the computer (see the "Window 95" section of chapter 4, "Installing the Driver Software," for more details). Select the version and follow the instructions.

Windows 95a

1. Eject the Modem from the computer
2. Select **Start**, **Settings**, **Control Panel**, then double-click **Modems**.
3. Click **Modem** once to highlight, then click **Remove**.
4. Close the "Control Panel" window and return to the Desktop. **Do not reboot or restart the computer!** Select **Start**, **Programs**, then **MS-DOS Prompt**.
5. The "MS-DOS Prompt" window appears. At the prompt, enter the following commands, exactly as shown (**<enter>** means press the Enter key on the keyboard):

   Note: If the Windows Directory is not named "C:/Windows," substitute its new name in the entry below.

   ```
   cd  c:\windows\inf  <enter>
   rename  *.inf  *.bak  <enter>
   exit  <enter>
   ```

6. The "MS-DOS Prompt" window closes. **Do not reboot or restart the system!** Insert the Modem into the computer and perform the standard installation procedure (see the "Windows 95" section of chapter 4, "Installing the Driver Software").
7. After installing the driver software, select **Start**, **Programs**, then **MS-DOS Prompt**. The "MS-DOS Prompt" window reappears. At the prompt, enter the following commands, exactly as shown.

   ```
   cd  c:\windows\inf  <enter>
   rename oem0.inf oem20.inf
   rename  *.bak  *.inf  <enter>
   exit  <enter>
   ```

The Modem and computer are now properly configured and ready to use.

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Windows 95 OSR2

1. Eject the Modem from the computer

2. Select **Start**, **Settings**, **Control Panel**, then double-click **Modems**.

3. Click **Modem** once to highlight, then click **Remove**.

4. Close the "Control Panel" window and return to the Desktop. **Do not reboot or restart the computer!** Select **Start**, **Programs**, then **MS-DOS Prompt**!

5. The "MS-DOS Prompt" window appears. At the prompt, enter the following commands, exactly as shown (**<enter>** means press the Enter key on the keyboard).

   Note: If the Windows Directory is not named "C:/Windows," substitute its new name in the entry below.

```
cd  c:\windows\inf  <enter>
rename  *.inf  *.bak  <enter>
cd c:\windows\inf\other <enter>
rename *.inf *.bak <enter>
exit  <enter>
```

6. The "MS-DOS Prompt" window closes. **Do not reboot or restart the computer!** Insert the Modem into the computer and perform the standard installation procedure (see the "Windows 95" section of chapter 4, "Installing the Driver Software").

7. After installing the driver software, select **Start**, **Programs**, then **MS-DOS Prompt**. The "MS-DOS Prompt" window reappears. At the prompt, enter the following commands, exactly as shown.

```
cd  c:\windows\inf  <enter>
rename  *.bak  *.inf  <enter>
cd  c:\windows\inf\other <enter>
rename *.bak *.inf  <enter>
exit  <enter>
```

The Modem and computer are now properly configured and ready to use.

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